

Health and safety policy

UPDATE COVID RISK ASSESSMENT		APRIL 7TH 2021	<input type="checkbox"/> Berry Head Ltd and Hannafore Point Ltd Edward Bence Hotels Ltd	2021 UPDATES IN GREEN
Edward John Bence		has overall and final responsibility for health and safety		
Edward Bence/Lucinda Chamings/Jon Prinn		has day-to-day responsibility for ensuring this policy is put into practice		
Statement of general policy	Responsibility of: Name/Title	Action/Arrangements (What are you going to do?)		
Prevent accidents and cases of work-related ill health (physical and mental) by managing the health and safety risks in the workplace	see existing Documents	See existing Risk Assessment Documents		
Provide clear instructions and information, and adequate training, to ensure employees are competent to do their work				
Engage and consult with employees on day-to-day health and safety conditions				
Implement emergency procedures – evacuation in case of fire or other significant incident. You can find help with your fire risk assessment at: https://www.gov.uk/workplace-fire-safety-your-responsibilities				
Maintain safe and healthy working conditions, provide and maintain plant, equipment and machinery, and ensure safe storage/use of substances				

Signed: * (Employer)		Date:	<input type="text"/>
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You should review your policy if you think it might no longer be valid, eg if circumstances change.
If you have fewer than five employees, you don't have to write down your policy.

Health and safety law poster is displayed at (location)	
First-aid box is located:	
Accident book is located:	

Accidents and ill health at work reported under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations) <http://www.hse.gov.uk/riddor>

Risk assessment

UPDATED 4TH APRIL 2021.....UPDATES IN GREEN

What are the hazards?	Who might be harmed	Controls Required	Additional Controls	Action by who?	Action by when	Done
<p>Spread of Covid-19 Coronavirus</p> <p>Level where 0 is no risk 5 is high</p> <p><u>4</u></p>	<ul style="list-style-type: none"> Staff Customers Visitors Contractors Vulnerable groups – Elderly, Pregnant workers, those with existing underlying health conditions Anyone else who physically comes in contact with the business 	<p><u>Pre Opening</u></p> <ul style="list-style-type: none"> Run all taps/showers throughout building Arrange Water sample test to counter prospect of Legionnaires Disease Put in place Screen Barriers In Bar and Reception Fix hand sanitizers On each floor outside Lift Restaurant entrance Bar entrance (internal) Kitchen Staff areas Rest Rooms Main entrance Terrace entrance Staff/customer flow create site plan showing flow direction 	<p>Every INDIVIDUAL CUSTOMER april 21</p>	<p>LC/JP</p> <p>EBj/LC/JP</p>	<p>APRIL 10</p> <p>APRIL 30</p> <p>June 30th</p> <p>June 30th</p> <p>On going</p> <p>21st June REVIEWED April 21</p>	<p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p> <p>Y</p>

		<ul style="list-style-type: none"> mark flow and place directional signage maintaining appropriate social distancing <u>Staff Training</u> Carry out pre opening training meeting covering our risk assessment by department and resulting protocols to be followed. Produce Covid Safe handbook for Staff and Guests <u>Risk assessment to be available for each member of staff</u> <u>Continuous review and on going training on job</u> <u>Protocols Review</u> Design protocols and Modus operand for each Department Publish above and include in staff pack and Residents information. <u>Meeting</u> Organise pre opening meeting to be held out doors Plan a regime of regular outdoor briefings <u>Hand Washing</u> Hand washing facilities with soap and water in place. Stringent hand washing taking place. See hand washing guidance. 	<p>Employees to be reminded on a regular basis to wash their hands for 20 seconds with water and soap and the importance of proper drying with disposable towels. Also reminded to catch coughs and sneezes in tissues – Follow Catch it, Bin it, Kill it and to avoid touching face, eyes</p>	<p>EB (lc ebj jp) supervisors</p> <p>EB</p> <p>LC/JP</p> <p>Managers</p> <p>Line managers</p>	<p>12 April 21 refresh</p> <p>APRIL 21</p> <p>April 21</p> <p>April 21</p> <p>On going</p> <p>April 2021</p> <p>On going</p>	<p>Y</p> <p>y</p>
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		<ul style="list-style-type: none"> • https://www.nhs.uk/live-well/healthy-body/best-way-to-wash-your-hands/ • Drying of hands with disposable paper towels. • https://www.nursingtimes.net/news/research-and-innovation/paper-towels-much-more-effective-at-removing-viruses-than-hand-dryers-17-04-2020/ • Staff encouraged to protect the skin by applying emollient cream regularly • https://www.nhs.uk/conditions/emollients/ • Gel sanitisers in any area where washing facilities not readily available <p>Cleaning Frequently cleaning and disinfecting objects and surfaces that are touched regularly particularly in areas of high use such as door handles, light switches, reception area using appropriate cleaning products and methods.</p> <p>COVID LOG: to be kept DAILY comprised of</p> <ul style="list-style-type: none"> • Guest contact detail • Staff daily rota • Manager report • MANUAL check and TRACE DATA (21 Days) 	<p>nose or mouth with unclean hands. Tissues will be made available throughout the workplace.</p> <p>Encourage staff to report any problems and carry out skin checks as part of a skin surveillance programme https://www.hse.gov.uk/skin/professional/health-surveillance.htm</p> <p>To help reduce the spread of coronavirus (COVID-19) reminding everyone of the public health advice –</p> <p>Posters, leaflets and other materials are available for display.</p> <p>Bedrooms will be cleaned on arrival/departure ONLY Rigorous checks will be carried out by line managers to ensure that the necessary procedures are being followed.</p> <p>TOILETS INCLUDING POINTS OF HAND CONTACT TO BE CLEANED AND SPRAYED WITH D10 EVERY HOUR: AND A RECORD DISPLAYED IN THE FACILITY.</p> <p>SEE THROUGH VISORS IN PLACE AT SERVICE COUNTERS AND RECEPTION TO DIVIDE FROM CUSTOMER.</p>	<p>JP/LC</p> <p>LC/JP</p>	<p>Ditto</p> <p>APRIL 12th 21</p>
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		<p style="text-align: center;"><u>Social Distancing</u></p> <p>Social Distancing -Reducing the number of persons in any work area to comply with the 2-metre (6.5 foot) gap recommended by the Public Health Agency or as may be revised</p> <p>Taking steps to review work schedules including start & finish times/shift patterns, working from home etc. to reduce number of workers on site at any one time. Also relocating workers to other tasks.</p> <p>Redesigning processes to ensure social distancing in place.</p> <p>Conference calls to be used instead of face to face meetings.</p> <p>Ensuring sufficient rest breaks for staff.</p> <p>Social distancing also to be adhered to in canteen area and smoking area.</p> <p><u>PPE</u></p> <p>To be available for all staff</p> <p>Where RPE is a requirement for risks associated with the work undertaken the following measures will be followed-</p>	<p>Staff to be reminded on a daily basis of the importance of social distancing both in the workplace and outside of it.</p> <p>Management checks to ensure this is adhered to.</p> <p style="color: green;">FACEMASKS TO BE WARTN IN THE BUILDING AND ON SERVING CUSTOMERS OUT OF DOORS</p> <p>To be under constant review based on Government Advices and Requirements</p>	<p>Managers</p> <p>Managers</p>	
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	<p>HIGH IMPORTANCE</p>	<p>Tight-fitting respirators (such as disposable FFP3 masks and reusable half masks) rely on having a good seal with the wearer's face.</p> <p>Symptoms of Covid-19 If anyone becomes unwell with a new continuous cough or a high temperature in the workplace they will be sent home and advised to follow the stay at home guidance. Line managers will maintain regular contact with staff members during this time.</p> <p>If advised that a member of staff or public has developed Covid-19 and were recently on our premises (including where a member of staff has visited other work place premises such as domestic premises), the management team of the workplace will contact the Public Health Authority to discuss the case, identify people who have been in contact with them and will take advice on any actions or precautions that should be taken.</p> <p>Mental Health Management will promote mental health & wellbeing awareness to staff during the Coronavirus outbreak and will offer whatever support they can to help</p> <p>THIS DOCUMENT to be constantly reviews and evolve alongside ukgov guidelines</p>	<ul style="list-style-type: none"> • Thermal checking of staff on arrival to work <p>Internal communication channels and cascading of messages through line managers will be carried out regularly to reassure and support employees in a fast changing situation.</p> <p>Line managers will offer support to staff who are affected by Coronavirus or has a family member affected.</p> <p><u>Staff feeling unwell to stay away and to notify management.</u></p> <p><u>Send for lateral flow TEST</u></p> <p>Regular communication of mental health information and open door policy for those who need additional support.</p>	<p>Managers</p>	<p>Ditto</p> <p>Ditto</p>	
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POTENTIAL AREA/PERSONS AFFECTED	LEVEL RISK	ACTION	WHO	DATE	REVIEW	SIGNOFF	
STAFF General advice	Med/high/high	1)if shielding to be kept off duty advise management team if clinically vulnerable	Eb	June 30 th	Refer to daily covid log	Y	
		2)Immediate notification of any symptoms to management and stay off work in accordance with recommended Govt guidelines	Ebj				
		3)implement staggered shift patterns and arrival times	LC				
		4) Provision of appropriate PPE	SB	30 th June		REVIEWED APRIL 21	Y
		5) thermal testing on arrival for shift To be recorded on daily rota sheet	Staff member monitored by Dm				
		6)Training in hygiene especially hand wash to Govt recommended standard encourage regular handwashing through appropriate signage to assist	Line mgr				
		7)Sani- gels available at entry points and changing rooms toilets, lift floors and each department	"				
		8)Adhere to work flow systems throughout building to avoid congestion floor markings back of house to remind of importance of social distancing	"				
		9) Screens at ordering points and reception office	"				
		10) Adhere to current social distancing guidelines currently 2m Where possible 1 metre acceptable in mitigating circumstances	Md				
		12)Reduction in staff working in general and in the same areas	All				
		13) Break times staggered max 2 at a time outside where possible, sufficient regular staggered breaks	DM MONITOR/HOD				
		14) staff briefings prior to shifts To be held outside	"				
		15) all staff briefings and meetings held outside	Dm	On going		Y	
		Staff not to gather in groups	All				
		16) One-way system with visual guides	Mgt			Y	

		<p>17) Hand washing with soap and water entering and leaving work space and between service to each customer Sanitise pens and equipment before handing to others</p> <p>18) All staff to have received and signed a copy of the Risk assessment and Protocols</p> <p>19) Updates will be posted on staff notice board</p> <p>20) ENSURE INTERNAL AREAS WELL VENTILATED</p> <p>21) EMERGENCY PROCEDURES</p> <ul style="list-style-type: none"> • SUSPECTED COVID CASE PROTOCOL • GENERAL MEDICAL REQUIREMENT • FIRE: FOLLOW EXISTING FIRE EVACUATION PROCEDURES 	<p>All staff Mgr monitor</p> <p>Mgt</p> <p>Mgt, Staff to check board regularly</p> <p>All</p>		<p>FROM 17 MAY 21</p> <p>Notify Management immediately Manager to follow Government Guidelines Procedure to be refreshed 26th June</p> <p>Fire refresher to be covered at general staff meeting 12 april</p>	
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DEPARTMENTAL PROTOCOLS AND ACTION PLAN

September 2020

DEPARTMENT External PERSON RESPONSIBLE.....JT.....

RISK	LEVEL	ACTION	
CAR PARKING	LOW 2	Control arrivals Take registration numbers Rubbish Bin at entrance Emptied daily	Gate manned during peak activity. Record in daily covid log
Signage		Relevant signage to be placed at entrances To Include... Deliveries Staff Residents Hotel non residents	JT To relieve congestion and ease flow
	Low 2	KEY POINT SIGNS explaining protocols in place re:	REFER GOVERNMENT 2021 TIMETABLE ATTACHED
	Low 2	<ul style="list-style-type: none"> Social distancing Hygiene Stay at home if unwell Ordering systems Parental supervision Payment methods Stay at table where possible Group sizing Failure to follow measures result in withdrawal of service 	CUSTOMER GUIDANCE INFORMATION TO BE DISPLAYED AT THE ENTRANCE.
Directing Customers		<ul style="list-style-type: none"> *Relevant socially distanced markings Screens placed at service points All customers to be allocated tables which are numbered. One time use disposable menus All indoor & outdoor table service No table lay up required Wrapped cutlery to be delivered with meal 	NUMBERS IN A PARTY TO BE COMPLIANT WITH MAXIMUM NUMBERS ALLOWED AT THE RELEVANT TIME
External Seating		<ul style="list-style-type: none"> Tables/chairs to be sanitised after each customer 	

Capacity of Areas		<ul style="list-style-type: none"> ● Area capacity <ul style="list-style-type: none"> • Terrace 1 80 • Terrace 2 30 • View bar 60 • Garden 40 • Lower lawn 40 • Restaurant 50 • Mulberry room 100 • Maintain social distancing • Explain system Utilise appropriate signage • Direct as required • Control total numbers • Ensure cleanliness • Control distancing in queue 	<p>TABLES TO BE SPACED 2M APART IN MAXIMUM</p> <p>GRO OUT</p> <p>FLOOR MARKINGS DENOTING TRAVEL ROUTES TO BE EMPLOYED INDOOR AND OUTDOOR</p> <p>STAFF TO MANAGE CUSTOMERS IN QUEUE</p> <p>AN IN DOOR AND AN OUTDOOR TO BE UTILISED FROM THE TERRACE INTO AND OUT OF THE BAR</p> <p>PRE 17TH MAY: ENTRY INTO BUILDING SOLELY ALLOWED TO ACCESS TOILET FACILITY OTHER AREAS ROPED OFF WHERE POSSIBLE AND CLEARLY MARKED</p> <p>2 PERSONS IN EACH TOILET AT ONE TIME</p> <p>TABLE SERVICE ONLY</p> <p>AVOID CONTACT BETWEEN STAFF AND CUSTOMERS</p> <p>INTERNAL AREAS TO BE WELL VENTILATYED</p> <p>ALL CUSTOMERS OVER 16 TO PROVIDE CHECK/TRACE DATA EITHER BY USING THE APP OR IF NO PHONE DETAIL TO BE TAKEN BY STAFF AND KEPT FILED IN COVID LOG. STAFF TO CONTINUALLY CHECK WITYH PEOPLE THAT THEY HAVE CHECKED AND TRACED</p>
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DEPARTMENTAL PROTOCOLS AND ACTION PLAN

September 2020

DEPARTMENT RECEPTION

PERSON RESPONSIBLE.....LUCY CHAMINGS.....

RISK	LEVEL	ACTION	
<p>CONTROLLING INFECTION AND SPREAD OF COVID 19</p>	<p>MEDIUM</p>	<ul style="list-style-type: none"> • Prior to arrival day all guests to be advised of our guest protocols in place wherever possible and that if they present any symptoms they must cancel and inform the hotel, staying at home. • A copy of the guest protocol to be given to guest on arrival • In that event: The booking may be transferred to a future date • Limit information required to be taken on arrival to make speedy check in • Provide random temperature checks • Stagger Arrival times and departure times • Registration document to include the following: I/we have no pre existing symptoms of Covid 19 • Present 'Stay Safe' and related documents and ROOM KEY in • Sealed envelope. Room keys to be sanitised between use. Key drop box to be in operation and sanitised before being hung • Pens and desk surface to be sanitised between guest arrivals • Take bookings for breakfast/dinner reservations • Offer swim time slots when government guidelines permit • Email bill for payment on departure morning if requested to enable quick check out • Offer payment by transfer or by phone from the room as preferred option • Be aware of all hotel protocols and explain to guests as required • Maximum 2 persons in office at any one time, ensuring applicable social distancing 2 metres where possible unless there are mitigating circumstances • SURFACES/TELEPHONES/KEYBOARDS ETC to be thoroughly wiped clean at shift start and End TO INCLUDE OFFICE DOOR HANDLES: WITH ANTI-BACDE10 30 second minimum contact time • Or when moving desks or equipment • Signage to encourage card/contactless avoiding cash where possible • If not required leave a room vacant Between usage to achieve better natural sanitation • PORTARAGE only offer to elderly or disables guests washing hands before and after handling • No guest luggage storage • Keep website updated to keep guests aware of evolving protocols 	<p>ON GOING 2021</p>

- Single use menu deployed
- Hands to be washed between each separate production function or service of each customer following ukgov hand washing protocol

• ALL EXTERNAL DOORS TO BE WIPED WITH ANTI BAC EVERY 30 MINUTES AND EACH SHIFT START AND FINISH
Be aware of all hotel protocols

Focused management control on adherence to systems

- NO BREAD offering
Only served as designated by the menu.
- Wait for the Chef to advise an order is ready to go
- Do not wait at the pass
- ONLY USE SACHETS OF SALT PEPPAR MUSTARD SAUCES JAMS AND MARMALADES where possible or single customer ramekin contents disposed of after use
- THERE WILL BE NO SELF SERVICE BREAKFAST
- NO BREAKFAST BUFFET AND NO CARVERY
- **GUEST CONTACT DETAILS: CONTACT TRACE.** It is a requirement of HM Government that Guest contact details are collected for EVERY GROUP OF CUSTOMERS: These details will be collected when each part places their order either at the table. This also applies to customers who are visiting for just a coffee or a drink. AT THE POINT OF ORDERING EVERYONE TO BE ASKED FOR THAT INFORMATION: IF ANY PERSON REFUSES TO PROVIDE IT WE ARE NOT TO SERVE THEM. If they say that they have already provided it when placing their initial order then you are not required to obtain it again. Equally Residents details are already held at Reception when their booking was made.
- ORDERS taken at table inside and outside.
- Maintain Social distancing when serving a table step back after service when engaging with guest to maximise distance.
- DISHES TO BE SERVED COMPLETE TO THE TABLE
- CUTLERY TO BE SERVED WITH FOOD.
- NO PRE LAY UP OF TABLES
- MENUS TO BE ONCE USED ONLY THEN DISPOSED OF
- TABLES TO BE THOROUGHLY sanitised with d10 ANTI BAC CLEAN minimum contact time 30 seconds AFTER EACH CUSTOMER
- BILLS TO BE SETTLED PREFERABLY BY CARD AT THE TABLE (SANITISE PDQ MACHINE BETWEEN EACH USE)
- GUESTS ENCOURAGED TO REMAIN AT PRE- DETERMINED SEATING AREAS WHERE POSSIBLE. NO STANDING IN THE BAR
ANY CONCERNS OF PERSONS NOT ADHEIRING TO THIS TO NOTIFY MANAGEMENT
- TABLES TO BE KEPT IN PRE DETERMINED POSITIONS WHERE POSSIBLEIF LARGER TABLE REQUIRED FOR I.E 2

Review April 21
Each individual
customer

		<p>HOUSEHOLDS OR 'BUBBLES' TO BE RETURNED TO MARKED POSITION WHEN VACATED.</p> <ul style="list-style-type: none"> • SIGNAGE TO ADVISE NO STANDING OTHER THAN AT SERVICE POINTS • FLOW SYSTEM TO BE ADHERED TO AT ALL TIMES SIGNAGE TO ASSIST IN PLACE • NO FRONT OF HOUSE STAFF TO ENTER KITCHEN AREA <ul style="list-style-type: none"> • STAFF TO ACTIVELY DIRECT GUESTS AS REQUIRED FOLLOWING FLOW SYSTEMS <p>STAFF BREAKS :</p> <ul style="list-style-type: none"> • to be outside • Maximum two persons at a time • As designated by line manager • Staff personal items to be kept in changing room lockers • ROOM SERVICE: IN THE EVENT GUESTS REQUEST ROOM SERVICE: <ul style="list-style-type: none"> A) OFFER A TABLE B) KNOCK ON DELIVERY DO NOT ENTER LEAVE TRAY OUTSIDE DOOR FOR CUSTOMER C) FOOD TO BE COVERED WHERE POSSIBLE D) Guest to be asked to call down for removal and requested to place trays back outside the bedroom <ul style="list-style-type: none"> • MANAGEMENT BE NOTIFIED OF ANYTHING CONCERNING YOU IMMEDIATELY 	<p>Add to daily covid log AMEND PROTOCOL AS APPROPRIATE</p>
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DEPARTMENTAL PROTOCOLS AND ACTION PLAN

September 2020

DEPARTMENT HOUSEKEEPING

PERSON RESPONSIBLE...HEAD HOUSEKEEPER.....

RISK	LEVEL	ACTION	
<p>CONTROLLING INFECTION AND SPREAD OF COVID 19</p> <p>Risk of contamination on all room surfaces due to multi occupancy situations</p>	<p>MEDIUM</p>	<ul style="list-style-type: none"> • All standard existing cleaning protocols to be carried out with increased focus on SANITISING Room with D10 ensuring a minimum contact time of 30 seconds. To include: surfaces/handles/doors/light switches/tv controls/ • Start time to be brought forward to 7am for ONE member of staff to provide focused downstairs public area cleaning including public toilets • Public toilets to be checked every 30 minutes and surfaces sanitised with D10 • MAINTAIN REQUIRED SOCIAL DISTANCING • MAX X 1 HOUSEKEEPER IN EACH ROOM AT ONE TIME • ROOM MUST NOT BE ENTERED IF GUEST PRESENT • APRON TO BE WORN • Room to be thoroughly serviced for arrival: • Rooms to be clear of all printed leaflets/magazines and guest info files to reduce contact areas between guests. Us to provide a covid leaflet/info pack to be thrown away after use. • ALL surfaces cleaned with anti Bac D10 30 second minimum contact time • Telephones • Door/cupboard handles • drawers • Light switches • Tv remotes (sealed bag for ease of sanitation) • Hairdryer handles • Safe buttons • Wardrobes • Kettle and lid • Light switches • Bedside tables • Crockery and glasses to be removed on departure and washed in dishwasher • Dressing table • Chairs • Soft furnishings • Toilets and seats and taps • Window catches and frames • PPE to be worn including disposable apron and mask. Goggles if required • Uniform to be washed regularly to highest temperature • Previous laundry to be bagged and taken immediately to laundry area 	<p>Head Housekeeper And room check sheets signed and filed</p>

- No laundry to be left in laundry area unless bagged
- All rubbish to be similarly bagged and removed
- STAY OVER ROOM SERVICE WILL ONLY BE OFFERED ON REQUEST
- With the exception of a linen change each third day of stay
- Incidental requirements during stay to be attached to a sheet and given to reception by guest: Items will then be delivered in a cling filmed basket and left outside the room.
- Hands to be thoroughly washed between each Room and after removal of rubbish
- PPE is advised including masks
- ALL EXTERNAL DOORS TO BE WIPED WITH ANTI BAC D10 EACH DAY
- NO paper information or magazines to be left in bedrooms between guests

Be aware of all hotel protocols and explain to guests as required

Focused management control on adherence to systems

- **ROOM SERVICING:**

If desired to be left at the bedroom door and a knock to alert the guest

- Report any Covid related or other concerns to management before entering a room
- If cleaning following a suspected case strict Government guidelines MUST be adhered to
- In House washing must be to the highest label listed temperature.
- Outsourced Linen to be left sealed and in locked cupboards
- As little handling of linen as possible
- Outsourced linen washed to highest commercial standards

- **NIGHT PORTER**

TO CARRY OUT NORMAL SECURITY AND CLEANING DUTIES WITH EMPHASIS ON SANITISING DOOR HANDLES/LIFT BUTTONS/SURFACES/TOUCH POINTS/HAND RAILS/CHAIRS AND TABLES

Contact Management immediately if made aware of any suspected Covid

APARTMENTS: NEW APRIL 2021

- SEE BESPOKE RISK ASSESSMENT

APRIL 21

DEPARTMENTAL PROTOCOLS AND ACTION PLAN

September 2020

DEPARTMENT KITCHEN

PERSON RESPONSIBLE.....LUVO/HAYDN.....

RISK	LEVEL	ACTION	
<p>CONTROLLING INFECTION AND SPREAD OF COVID 19</p>	<p>MEDIUM</p>	<ul style="list-style-type: none"> • To ensure all existing cleaning food handling food preparation and haccap systems are maintained and followed as per the Hotels Protocol and Risk Assessments with the addition of the COVID protocols below. • MORNING CLEANER to ensure extra focus on sanitising with D10 minimum 30 second contact time all surfaces, high touch points, microwave dooes, staff changing facilities, equipment doors and handles,Taps etc etc • MAINTAIN REQUIRED SOCIAL DISTANCING • FLOW SYSTEM IN KITCHEN TO BE MARKED ON FLOOR TO ASSIST WITH SOCIAL DISTANCING AND CONGESTION. • CONFINED AREAS I.E WALK IN FRIDGES/FREEZER/VEG ROOM /DRY STORE TO BE OCCUPIED BY ONE PERSON AT A TIME • SIGNAGE TO REMIND STAFF • ALL surfaces and equipment cleaned with anti Bac D10 every 30 minutes (30 SECOND CONTACT TIME MINIMUM) • Or between each separate operation. • Telephones • Door handles • Light switches • equipment • PPE to be worn including apron and mask. Goggles if required • No outside clothing to be worn in Kitchen. • No chefs whites to be worn coming in to work or leaving work • Whites Uniform ensure washed at high temperature and regularly • No oven cloths to be left in the kitchen. To be removed after each shift. Bagged and left for washing OUTSIDE LAUNDRY ROOM • All rubbish to be similarly bagged and removed • No Buffet service offered • No carvery offered 	<p>Head Chef to provide detailed list to be signed off each day before close and handed to management</p> <p>Work in pairs where possible</p> <p>SENIOR CHEFS TO ENFORCE ALL KITCHEN PROTOCOL</p>

- STOCK ORDERS MUST be placed and agreed with management before ordering
- Hands to be washed between each separate production function or service of each customer
- Following ukgov guidance
- Food temperatures to be systematically recorded
- FOCUS on all aspects of Haccp....following these systems methodically will reduce or negate the risk of covid infection.
- PPE is advised including masks
- ALL EXTERNAL DOORS TO BE WIPED WITH ANTI BAC (D10) 30 second contact
EACH SHIFT START AND FINISH remembering delivery entrances

Be aware of all hotel protocols

- Each complete service to be completed before another order is sent
- NO BREAD offering
Only served as designated by the menu.
- Use cloches to cover food where possible
- Ensure \Management advised of any Covid potential concerns regarding fellow staff
And suppliers.
- Limit contact with staff from other departments

Focused management control on adherence to systems

- Non fire doors may be opened to improve air flow

OPERATIONAL REFER GOVERNMENT REOPENING TIMETABLE ATTACHED AND REMAIN COMPLIANT WITH RULES FOR OPERATING AS THEY ALTER WITH EACH STAGE TOGETHER WITH REVIEWS AS THEY OCCUR.

APRIL 2021

DEPARTMENTAL PROTOCOLS AND ACTION PLAN

September 2020

DEPARTMENT BARS

PERSON RESPONSIBLE.....KS.....

RISK	LEVEL	ACTION	
<p>CONTROLLING INFECTION AND SPREAD OF COVID 19</p> <p>Risk of contamination on all room surfaces due to multi occupancy situations</p>	<p>MEDIUM</p>	<ul style="list-style-type: none"> • Ensure all surfaces regularly sanitized with D10 (30 second minimum contact time) • Sanitise all surfaces every 30 minutes or after each customer service to include <ul style="list-style-type: none"> • Cash register • Bar service top • Prep area • Pdq machine • Telephone • Beer pump handles • Equipment • Fridge door handles • Taps etc etc • There will be two order points behind protective screens • GUEST CONTACT DETAILS: CONTACT TRACE. It is a requirement of HM Government that Guest contact details are collected for EVERY CUSTOMER: These details will be collected when each part places their order at the table. This also applies to customers who are visiting for just a coffee or a drink. AT THE POINT OF ORDERING EVERYONE TO BE ASKED FOR THAT INFORMATION: IF ANY PERSON REFUSES TO PROVIDE IT WE ARE NOT TO SERVE THEM. If they say that they have already provided it when placing their initial order then you are not required to obtain it again. Equally Residents details are already held at Reception when their booking was made. • Customers eating inside and outside will have their orders taken at the table • Encourage payment by card or contactless as opposed to cash • No straws to be offered • No twizzle sticks • All fruit to be placed in a drink to be thoroughly washed prior to cutting and placed in the drink using 	<p>REVIEWED APRIL 21</p> <p>EVERY INDIVIDUAL CUSTOMER</p>

		<ul style="list-style-type: none">• a single use cocktail stick• STOCK to be properly rotated on stock up i.e First in First out• SAME APPLIES TO CELLAR CONTROL• ACCESS TO CELLAR AND BOTTLE STORE ONE PERSON AT A TIME....• Sanitise cellar/bottle store Locks and Keys after using each occasion• Access via side door NOT via reception office• Encourage responsible queueing• Do not allow anyone to stand drinking at the bar• Keep glass wash area clear and tidy at all times• SANITISE DOOR HANDLES BOTH SIDES EVERY 30 MINUTES• SANITISE GLASS WASH CONTROLS EVERY 30 MINUTES• SANITISE GLASS CARRY TRAYS EVERY 30 MINUTES• Encourage the maintenance of social distancing at the bar and ordering areas.• IF YOU ARE CONCERNED REGARDING THE HEALTH OR BEHAVIOUR OF A FELLOW COLLEAGUE OR CUSTOMER INFORM MANAGEMENT IMMEDIATELY If you consider necessary, refuse to serve•	
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1. [Home](#)
2. [Coronavirus \(COVID-19\)](#)
3. [COVID-19 Response - Spring 2021 \(Roadmap\)](#)

- [Cabinet Office](#)

Guidance

COVID-19 Response - Spring 2021 (Summary)

Published 22 February 2021

Contents

1. [Roadmap out of lockdown](#)
2. [Step 1 - 8 and 29 March](#)
3. [Step 2 - not before 12 April](#)
4. [Step 3 - not before 17 May](#)
5. [Step 4 - not before 21 June](#)

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Roadmap out of lockdown

From 8 March, people in England will see restrictions start to lift and the government's four-step roadmap offer a route back to a more normal life.

The success of the vaccination programme is one factor - so far over 17 million people have had their jabs - but by no means the whole story. The public have also risen to the challenge of suppressing COVID-19: by obeying the law; staying at home; getting tested when needed; isolating when required, and following the 'hands, face, space' and 'letting fresh air in' guidance.

Taken together, this means that even though absolute case numbers remain relatively high, we will be able to begin relaxing the current strict lockdown. While we must all remain vigilant - in particular against the threat from new COVID-19 variants - and continue to protect the NHS, a safe exit from lockdown can begin. It will take place in four steps; and at each step, we plan to lift restrictions across the whole of England at the same time.

In implementing this plan we will be guided by data, not dates, so that we do not risk a surge in infections that would put unsustainable pressure on the NHS. For that reason, all the dates in the roadmap are indicative and subject to change. There will be a minimum of five weeks between each step: four weeks for the scientific data to reflect the changes in restrictions and to be analysed; followed by one week's advance notice of the restrictions that will be eased.

Only when the government is sure that it is safe to move from one step to the next will the final decision be made. The decision will be based on four tests:

- the vaccine deployment programme continues successfully
- evidence shows vaccines are sufficiently effective in reducing hospitalisations and deaths in those vaccinated
- infection rates do not risk a surge in hospitalisations which would put unsustainable pressure on the NHS
- our assessment of the risks is not fundamentally changed by new Variants of Concern

The government will continue to protect the public by ensuring local outbreaks are managed quickly and effectively and that we combat new dangerous variants, both within the UK and at the border. The government will also continue to support families and businesses throughout the steps set out in the roadmap - details of which will be set out by the Chancellor in the Budget on 3 March.

Step 1 - 8 and 29 March

Changes on 8 March

Education

In Step 1, our priority is to ensure that all children and students return safely to face-to-face education in schools and colleges from 8 March. Childcare and children's supervised activities can also resume where necessary to enable parents to work or engage in similar activities. We are introducing twice-weekly rapid testing for secondary and college pupils - in addition to regular testing for all teachers - to reduce the chance of the virus spreading in schools.

Higher Education students at English universities on practical courses can also return from 8 March.

Social contact

People will be allowed to leave home for recreation and exercise outdoors with their household or support bubble, if they are eligible for one, or with one person from outside their household. Care home residents will also be allowed one regular visitor.

Changes on 29 March

Social contact

The evidence shows that it is safer for people to meet outdoors rather than indoors. And this is why from 29 March, when most schools start to break up for the Easter holidays, outdoor gatherings (including in private gardens) of either 6 people (the Rule of 6) or 2 households will also be allowed, making it easier for friends and families to meet outside.

Business and activities

Outdoor sports facilities such as tennis and basketball courts, and open-air swimming pools, will also be allowed to reopen, and people will be able to take part in formally organised outdoor sports.

Travel

The ‘stay at home’ rule will end on 29 March but many restrictions will remain in place. People should continue to work from home where they can and minimise the number of journeys they make where possible, avoiding travel at the busiest times and routes. Travel abroad will continue to be prohibited, other than for a small number of permitted reasons. Holidays abroad will not be allowed, given it will remain important to manage the risk of imported variants and protect the vaccination programme. The government has launched a new taskforce to review global travel which will report on 12 April.

Step 2 - not before 12 April

Business and activities

Step 2, which will be no earlier than 12 April, will see the opening of non-essential retail; personal care premises such as hairdressers and nail salons; and public buildings, including libraries and community centres. Indoor leisure facilities such as gyms will also reopen (but only for use by people on their own or in household groups); as will most outdoor attractions and settings including outdoor hospitality venues, zoos, theme parks, and drive-in cinemas. Self-contained accommodation such as campsites and holiday lets, where indoor facilities are not shared with other households, can also reopen.

Hospitality venues will be allowed to serve people outdoors at Step 2 and there will be no need for customers to order a substantial meal with alcoholic drinks and no curfew, although customers must order, eat and drink while seated (‘table service’). Wider social contact rules will apply in all these settings to prevent indoor mixing between different households.

Events

While funerals can continue with up to 30 mourners, the number of people able to attend weddings, receptions and commemorative events such as wakes will rise to 15.

Step 3 - not before 17 May

Social contact

As part of Step 3, no earlier than 17 May, the government will look to continue easing limits on seeing friends and family wherever possible, allowing people to decide on the appropriate level of risk for their circumstances.

This means that most legal restrictions on meeting others outdoors will be lifted - although gatherings of over 30 people will remain illegal. Indoors, the Rule of 6 or 2 households will apply - we will keep under review whether it is safe to increase this.

As soon as possible and by no later than Step 3, we will also update the advice on social distancing between friends and family, including hugging. But until this point, people should continue to keep their distance from anyone not in their household or support bubble.

Business and activities

Most businesses in all but the highest risk sectors will be able to reopen. In all sectors, COVID-Secure guidance will remain in place and businesses may not cater for groups bigger than the legal limits. Indoor hospitality will reopen - and as in Step 2, venues will not have to serve a substantial meal with alcoholic drinks; nor will there be a curfew. Customers will, however, have to order, eat and drink while seated.

Other indoor locations to open up in Step 3 include indoor entertainment venues such as cinemas and children's play areas; the rest of the accommodation sector, including hotels, hostels and B&Bs; and indoor adult group sports and exercise classes. The government will also allow some larger performances and sporting events in indoor venues with a capacity of 1,000 people or half-full (whichever is a lower number), and in outdoor venues with a capacity of 4,000 people or half-full (whichever is a lower number). In the largest outdoor seated venues, where crowds can be spread out, up to 10,000 people will be able to attend (or a quarter-full, whichever is lower).

Events

Up to 30 people will be able to attend weddings, receptions and wakes, as well as funerals. This limit will also apply to other types of significant life events including bar mitzvahs and christenings.

Review of social distancing

Finally, before Step 4 begins, the government will complete a review of social distancing and other long-term measures that have been put in place to cut transmission. This will inform decisions on the timing and circumstances under which the rules on 1 metre plus, the wearing of face coverings and other measures may be lifted. This will also inform guidance on working from home – which should continue wherever possible until this review is complete.

Step 4 - not before 21 June

Social contact

By Step 4 which will take place no earlier than 21 June, the government hopes to be in a position to remove all legal limits on social contact.

Business, activities and events

We hope to reopen remaining premises, including nightclubs, and ease the restrictions on large events and performances that apply in Step 3. This will be subject to the results of a scientific Events Research Programme to test the outcome of certain pilot events through the spring and summer, where we will trial the use of testing and other techniques to cut the risk of infection. The same Events Research Programme will guide decisions on whether all limits can be removed on weddings and other life events.

As we move through each of these phases in the roadmap, we must all remember that COVID-19 remains a part of our lives. We are going to have to keep living our lives differently to keep ourselves and others safe. We must carry on with 'hands, face, space'. Comply with the COVID-Secure measures that remain in place. Meet outdoors when we can and keep letting fresh air in. Get tested when needed. Get vaccinated when offered. If we all continue to play our part, we will be that bit closer to a future that is more familiar.